

UNITED STATES DEPARTMENT OF AGRICULTURE

Farm Service Agency
Washington, DC 20250

Notice IRM-326

For: FSA Offices and RMA

New TelTrak Confirmation Website

Approved by: Deputy Administrator, Management



1 Overview

A

Background

In response to a General Accounting Office (GAO) audit report of the management of telecommunications services for USDA, the USDA Office of the Chief Information Office (OCIO) has requested agencies institute procedures designed to assure the collection and maintenance of an accurate inventory of telecommunications services nationwide and to have this information centrally available.

FSA, Telecommunications Division (TD) created a telecommunications management questionnaire that is to be completed for each site in each State twice every year.

TD created TelTrak, a database and application system, to facilitate the tracking and ordering of FTS 2001 services. The TelTrak system was recently expanded to incorporate the biannual confirmation of the telecommunications information listed for each site and a website was developed to display the data.

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Disposal

November 1, 2002

Distribution

All FSA Offices; State Offices relay to County Offices; RMA

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1 Overview (Continued)

B

Purpose

This notice provides instructions to FSA State and County Offices on:

- completing the telecommunications management questionnaire
 - how to use the TelTrak Confirmation website to check, and request changes to the FSA telecommunication services database.
-

2 Action

A

Completing the Questionnaire

The telecommunications management questionnaires for each office in the State will need to be completed and consolidated at the State Office so there is 1 response for each State.

This questionnaire shall be returned to KC-ITSTO by December 15, 2001.

Each year subsequent to 2001, the questionnaire shall be returned to the KC-ITSTO by April 30 and October 31.

SED's may work with CED's to complete the site questionnaires.

The questionnaires pertain to the many basics for maintaining quality telecommunications service to the field offices at the lowest cost possible to the Government. The findings of the State telecommunications management questionnaires will be summarized at KC-ITSTO for FSA and reported to OCIO annually.

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2 Action (Continued)

B

TelTrak Confirmation Website for All Offices

The URL for accessing the FSA TelTrak Confirmation website is **<http://intranet.fsa.usda.gov/teltrak/default.htm>**.

To ensure that FSA maintains an accurate inventory of all field office telecommunications, FSA has provided the above website containing the following:

- site addresses
- SED/CED name, telephone, and FAX numbers
- local telephone company name, address, and telephone number
- all telephone lines at the site, including line usage, i.e. voice, modem, router, and FAX
- data circuits at each site
- current listing of employees in the State who have calling cards.

Note: The calling card numbers will not be listed for security reasons. This listing of current calling card holders will be displayed under the State Office, not under individual County Office sites.

This site may be accessed at anytime to confirm and submit updated information, however, **all State Offices are hereby required** to review and confirm the telecommunications inventory at least twice per year, during the months of April and October.

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2 Action (Continued)

C
Using the
TelTrak
Confirmation
Website

Access and use the TelTrak Confirmation website as follows.

Step	Action
1	Access the TelTrak Confirmation website at http://intranet.fsa.usda.gov/teltrak/default.htm .
2	Select the option to Confirm Telecommunications Inventory .
3	Select the pertinent State abbreviation and push the submit button for either FSA or RMA .
4	Find the pertinent site or county name, click on an underlined report on the same line as county or site name.
5	Review the information found on the page. If there is no information on the page for a particular report type, and if there are no additions to be made, simply send a confirmation that all information for each report type is correct.
6	Click on the pertinent State abbreviation to send an e-mail confirmation or to suggest changes, and/or additions to the page; or print out the page, make pen and ink changes on the page or mark the page "OK" and either mail or FAX the page to the appropriate Designated Agency Representative (DAR) for your State.
7	Repeat steps 3 through 5 for each report for the site for which telecommunications services are being confirmed.

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2 Action (Continued)

D

**Requirement to
Notify DAR's of
Any Tele-
communications
Changes**

DAR's shall be notified of any of the following types of changes to the telecommunications services:

- phone line:
 - additions
 - changes, including area code changes
 - disconnects
- circuit:
 - additions
 - changes
 - disconnects
- site Telecommunications Lead Agency changes
- when an individual who holds an FTS 2001 Federal calling card is no longer employed within the State, relocates to another office within FSA or RMA, or is no longer employed by the USDA-FSA or RMA, so the card may be canceled or moved under an account for the correct office.

During this first review period, all previous phone line or circuit disconnects not previously reported to DAR's, shall be reported at this time.

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2 Action (Continued)

E

Contacts

To aid in implementing the Telecommunications Network Stabilization & Migration Program and to assist in additional areas, KC-ITSTO/TD has assigned areas of responsibility by geographical location. Contact DAR as shown in the table below.

Area	Contact Person	Contact Phone Number	Contact FAX Number
Northeast	Bobbie Budgett	816-926-6465	816-823-1982
Northwest	Horace Gorton Ron Rockel	816-926-3478 816-823-1540	
Midwest	Dianne Hord Patrice Bryant	816-926-6013 816-926-3786	
Southeast	Joe Avila	816-823-1960	
Southwest	Becki Schreckenghaust Lynn Oliphant	816-926-5028 816-926-1395	
RMA Washington DC, and Kansas City Area and Field Office Contact Points			
Becki Schreckenghaust		816-926-5028	

F

Related Documents

For related information on telecommunications procedures, refer to DR3300-1, DR3040-2, and 5-IRM.
